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Position Description

Position Title:	High Rise General Manager	Job Number: 3675
Reports To:	Vice President	
Department:	Central Division	
FLSA Status:	Exempt	Last Updated: July 20, 2015

The Company

Do you aim high? Are you genuinely helpful? Are you looking for a place where you can make a difference, receive ongoing support and training, and build a rewarding, long-lasting career? Then you may be a good fit for FirstService Residential, North America's foremost property management firm. We're all about our associates, and as we continue to grow, we're looking for even more quality people who share our dedication to doing what's right, improving residents' quality of life, building great relationships and truly making a difference for their clients, their colleagues and themselves. Is that you? If so, we think you should get to know us.

Job Responsibilities

Under general supervision, manages and supervises the day to day activities of a high rise or mid-rise property and handles all property operations as required by schedule, Board of Directors and homeowners. Responsible to consistently adhere to and perpetuate the mission and vision of the association.

Essential Duties & Responsibilities

The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

- Ensure all civil codes and legal document requirements are met and association remains in compliance.
- Manage Board of Directors (BOD), Homeowner and Community relations. Attend all community meetings, including committee meetings as appropriate.
- Create BOD agenda and packets in accordance with company procedures. Responsible for all BOD meeting follow-up, task lists and correspondence. Create draft agenda for and assemble board packet. Take accurate notes at BOD meetings of all BOD actions and directions. Write and maintain minutes of the association.
- Take board, resident and vendor calls, determine and execute appropriate action.
- Conduct all walkthroughs (Landscape, Building, Violation, Architectural Review, Work Order verification, etc.) based on daily, weekly and monthly checklists.



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- Responsible for association fiscal oversight including financial statement review and comprehension. Must report to board if association spending exceeds budget and document disclosure.
- Develop and prepare appropriate annual draft budget for BOD approval. Implement and manage to the budget monthly for each client.
- Manage association accounting needs including audit, tax payments, and delinquency monitoring.
- Oversee adherence to and consistently update appropriate maintenance and procedural manuals and conduct regular site reviews as stipulated in maintenance programs. Drive the implementation of community maintenance manual with engineering staff.
- Ensure all preventative maintenance procedures and policies are adhered to by engineering staff.
- Manage association insurance coverage and needs ensuring adequate and consistent coverage in accordance with the association's governing documents or greater.
- Establish and maintain building Emergency Guidelines. Implement, oversee and maintain guidelines, including conducting fire drills, emergency equipment, etc.
- Coordination and implementation of move in/move out activities.
- Manage required litigation needs and update litigation database as appropriate.
- Foster team building among all employees involved on the account.
- Manage vendor relations, including contracted on-site staff.
- Coordinate and oversee association third party contracts, advising Board of performance.
- Process violations.
- Manage all special projects.
- Author or provide correspondence, budget information, newsletters, and election information.
- Manage payments and receipts for association. Authorize payment of invoices.
- Manage bid process, review bid spec proposals and comparison spreadsheets and make board recommendations as appropriate.
- Educate association board members on changes to legislation that affect their HOA.
- Maintain familiarity with laws and regulations governing condominium associations and maintain compliance therewith.
- Responsible for all aspects of the annual meeting/election process.
- Provide web content for community website.
- Responsible for all association files in accordance with company standardized hard copy and electronic system or system as approved by BOD.
- Track and ensure requirements are met for processing Arizona Corporation Commission filing and other required documents.
- Utilize company support staff in accomplishing daily tasks in efficient, respectful manner.
- Attend and exhibit leadership at industry functions.
- Attend appropriate training classes as required.



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- Follow quality system procedures.
- Be available on-call for after hour's emergencies.
- Adherence to FirstService Residential's Standards of Operation required.
- Other duties as assigned.

Additional Duties & Responsibilities

- *Practice and adhere to FirstService Residential Global Service Standards.*
- *Conduct business at all times with the highest standards of personal, professional and ethical conduct.*
- *Perform or assist with any operations as required to maintain workflow and to meet schedules. Notify supervision of unusual equipment or operating problems and the need for additional material and supplies.*
- *May participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements, policies, and regulatory guidelines.*
- *Ensure all safety precautions are followed while performing the work.*
- *Follow all policies and Standard Operating Procedures as instructed by Management.*
- *Perform any range of special projects, tasks and other related duties as assigned.*

Supervisory Responsibility

Supervision of employees assigned to given association.

Education & Experience

Four-year college degree preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

CAAM® and/or CMCA designation preferred.

Valid Driver's License and State Mandated Vehicle Insurance

Knowledge, Skills & Proficiencies

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Excellent customer service background/skills and a generally positive, can-do attitude.
- Demonstrate effective communication skills consisting of verbal, written and listening skills.
- Collaborative decision-making, relationship building and problem solving skills.



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- Ability to draft correspondence and respond to inquiries and client concerns effectively and independently.
- Demonstrate organizational skills and time management abilities.
- Must be able to independently answer and place telephone calls.
- Must be able to attend and actively participate at night meetings as required.
- Must be knowledgeable and adept with computer programs needed for specific position.

LANGUAGE SKILLS

Proficient in English

MATHEMATICAL SKILLS

Excellent general math skills.

Understanding of Financial Reporting Data.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Must be able to work well under pressure and deadlines, as well as work independently and prioritize time effectively. Ability to make decisions and solve problems creatively.

Tools & Equipment Used

None

Physical Requirements / Working Environment

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job.

- Must be able to lift 25lbs.
- Must be able to sit for extended periods of time.
- Must be able to move freely about the venue.
- Must have finger dexterity for typing/using a keyboard.
- Must be able to drive to different Company locations.



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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Hours over and above normal office hours will occur, including evenings, holidays, and some weekends. Schedule is subject to change based on business needs.

Travel

Travel to meetings and other travel as needed for the role as a General Manager.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties and responsibilities to this job at any time.